



MassDEP

Drinking Water Program

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Program.Director-DWP@state.ma.us or 617-292-5770



Drinking Water Program Updates

2018-03-21

This week's program director email has these topics of interest:

1. eASR Reminder
2. PWS Awards
3. WS-10 Cross-Connections Now Submitted Online
4. Certificates of Registration
5. LCR Tips for Diagnostic Sampling
6. Water's Worth It
7. Source Protection Training
8. Training Calendar

eASR Reminder

The 2017 version of the electronic Annual Statistical Report (eASR) is available online. All systems active during 2017 are required to file an ASR.

- Log in using your existing username and password at <https://edep.dep.mass.gov>
- After logging in to your account verify your email by going to My Profile>Update My Information. Without a current and accurate email address you will not receive an official receipt after submitting your eASR.
- You must open a new ASR each year. From your eDEP homepage go to Form - Drinking Water - 2017 Public Water System Annual Statistical Report.

The ASR is due on Monday, April 30th 2018.

- Instructions for filling out the ASR are located at <https://www.mass.gov/lists/drinking-water-permits-forms-and-templates#statistical-reporting-forms>.

For questions related to filling out the Annual Statistical Report please contact:

- Andrew Durham at 617-574-6855 or andrew.durham@state.ma.us
- Tio Yano at 617-292-5843 or tio.yano@state.ma.us

For questions related to Water Management Act forms please contact:

- Richard Friend at 617-654-6522 or richard.friend@state.ma.us
- Jen D'Urso at 617-654-6591 or jen.durso@state.ma.us

For questions related to eDEP, such as resetting your password or being unable to log in to your account, please contact the EEA Help Desk by email at eea.servicedesk@state.ma.us or by phone at 617-626-1111.

PWS Awards

The annual Public Water Systems Awards Day will be held May 8, 2018 at the Massachusetts Statehouse this year. There are three award categories that are left up to the water community to decide who is awarded. There is still one week left to nominate your system or a neighboring system for an award.

To nominate someone or a facility in the three categories below, simply write to Program.Director-DWP@state.ma.us documenting specific information as to what they have done that was noteworthy.

1. Source Protection Award - document what the system has done to benefit its source protection areas.
2. Systems Taking Action to Reduce Lead in Schools (STAR L) Award – document how a system has worked with a school or childhood facility to reduce lead in the school.
3. Distinguished Operator – nominate an operator who went above and beyond the call of duty. Write a small narrative documenting his/her efforts.

WS-10 Cross-Connections Are Now Submitted Online

Over a year ago, the Baker-Polito Administration and the Executive Office of Energy and Environmental Affairs (EEA) launched the first phase of a transformative environmental data and public information access system. This system can be accessed at EEA's ePLACE portal (<https://permitting.state.ma.us/CitizenAccess/>). As part of this new system, Cross Connection Surveys and Backflow Prevention Testers can now apply for, renew, or amend their certifications online. In addition, users can also track the status of their applications and make payments online. Since going live, MassDEP and the users of EEA's ePLACE have found this to be a more effective way to do business in the Commonwealth.

For new certifiers who do not have an existing certification, we encourage users to set up an account with the new ePLACE portal, located here: <https://permitting.state.ma.us/CitizenAccess/>. Screen by Screen Instructions for completing any new electronic WS 10 Cross Connection Certification form in the ePLACE system is available at <http://mass.gov/dep/ws-crossconn>.

For certifiers who already have an existing certification, you will also need to link your account your current paper certification. You should have received a letter with your Authorization Code and Record Identification Code that will let you do this. Instructions to link your existing certification are also available at <http://mass.gov/dep/ws-crossconn>. After you have completed that process, you can renew (90 days prior to expiration) or amend your certification when appropriate.

If you have any questions concerning the introduction of the EEA's ePLACE system or your application, please email otavio.paula-santos@state.ma.us or call 617-556-1085. If you have any technical issues with the ePLACE portal, whether creating an account or accessing your forms, call 844-733-7522 from 7:30 AM-5:00 PM Monday-Friday or e-mail us at ePLACE_helpdesk@state.ma.us.

Certificates of Registration

The 2018 Certificates of Registrations have now been launched and are available online. You may go to the document search page at: <https://www.mass.gov/service-details/public-water-supplier-document-search> to retrieve your certificate.

For TNC and NTNC systems you can also retrieve Consumer Confidence Report at that site. Compliance Monitoring Schedule for all systems can be retrieved there. Lead and Copper Sampling Site Plans for community and NTNC systems can be found there, as well.

LCR Tips for Diagnostic Sampling

When samples collected under the Lead and Copper Rule (LCR) indicate lead and/or copper levels above the action levels, the PWS or contract operators may follow up with diagnostic sampling at specific sample locations. This sampling may be done to evaluate whether the problem is due to fixtures/plumbing, to evaluate the effectiveness of plumbing or electrical grounding changes, or to determine whether flushing may be an effective short-term strategy.

During any monitoring period, no MassDEP-approved sampling site shall be sampled more than once for LCR compliance without prior written approval from MassDEP. However, diagnostic sampling may be done, as long as the samples are not LCR compliance samples. Use these guidelines for collecting diagnostic samples:

- Collect diagnostic samples in 250 mL bottles, not 1 L bottles. Smaller samples draw water from a smaller section of plumbing, which is useful in identifying sources of lead and/or copper in a building. By contrast, LCR compliance samples are 1 L samples.
- Label the samples as diagnostic samples (for example, 120 Main Street; diagnostic after faucet replacement).
- Report the samples on your chain-of-custody form as SS (special samples) and not RS (routine samples).

Following these guidelines should reduce confusion when multiple lead and copper results are submitted for the same sampling location. For additional information on the LCR, please see <https://www.mass.gov/lists/lead-in-drinking-water> or contact [program.director-dpw@state.ma.us](mailto:dpw@state.ma.us).

Water's Worth It

The New England Water Communications Collaborative was formed in 2017 with the objectives to assist utilities with conducting proper public outreach as well as raise general public awareness and confidence about water resources and utilities. Throughout May this year the Communications Collaborative is celebrating "Water's Worth It." Can you join in? Yes! What can you do to celebrate? Simple. Click on this link and read all about it.

<http://myemail.constantcontact.com/Join-us-for--Water-s-Worth-It-Month---all-May-.html?soid=1100846150090&aid=Wh0YSX2DMKI>

Water's Worth It toolkit available at: <http://www.waters-worth-it.org/get-started/>

New Source Protection Training

Checking In on Your Source Water Protection Program

A Source Water Protection Program is an important part of the multi-barrier approach to running a public water system. The multi-barrier approach includes protecting sources of drinking water from contamination, optimizing water treatment processes and maintaining water quality and security in the distribution system. It is important to review and update your Source Water Protection Program over time.

How long ago did you put together your Source Water Protection Program? Have conditions in your watershed or aquifer changed since you started the program? Is it time to re-energize your program by updating or adding protection measures? What messages about drinking water protection are most important to you to tell the public, municipal officials, students, etc.?

The attached presentation reviews the components of a Source Water Protection Program and offers detailed notes and recommendations on how to update your program based on local concerns, goals, and resources. The presentation is also available on MassDEP's web site at <https://www.mass.gov/lists/drinking-water-supply-source-protection> under *Source Water Protection Training*.

Contact program.director-dwp@state.ma.us or 617-292-5770 with comments or questions. We look forward to hearing from you.


Training Calendar

When you need training please look at the training calendar located at:

<http://www.mass.gov/eea/agencies/massdep/water/drinking/drinking-water-training-class-schedules.html> for upcoming trainings.

If you need a refresher on recently given trainings, you can review several training videos located at:

https://www.youtube.com/playlist?list=PLJn2AKOcYr7lutGJB-UfDKtQPF_o_249m

or click here:  YouTube

MassDEP is sending this important drinking water information to all PWS responsible persons who are listed on the state database. If you are no longer the correct responsible person for the PWS please reply with the correct contact information. MassDEP needs one responsible contact person from each PWS.

Operators, consultants, and others who are interested in Drinking Water Program Updates are encouraged to request to be subscribed to this email list. You may also request to be unsubscribed by replying to this email.

This MassDEP Program Director technical assistance email is funded by the Safe Drinking Water Act Assessment (Section 70) Program. The Assessment is paid by all consumers of public water in Massachusetts and is collected by public water systems. For more information about the Assessment Program, go to <http://www.mass.gov/eea/agencies/massdep/news/advisory-committees/safe-drinking-water-act-assessment-advisory-committee.html>.